



How culture in financial services can change for everyone's benefit

As firms and financial institutions continue to dedicate themselves to ensuring they are ready for the changes that the new Consumer Duty will bring, this recent speech by Emily Shepperd, Chief Operating Officer and Executive Director of Authorisations looks at how important the culture of financial services organisations is especially how they are perceived during this continued cost of living crisis and how they treat their more vulnerable customers.

"The Duty pre-empted the cost-of-living challenges and we have always asked firms to pay particular attention to the most vulnerable. This becomes even more critical when many consumers are facing hardship....."

Click [here](#) to read the full speech.

What you might have missed....



How can Worksmart help guide you through the requirements of Consumer Duty?

With manufacturers completing their reviews to meet the outcome rules in April, Worksmart has been busy ensuring we have the tools to help you through the challenges of CD, including a series of informative blogs, upcoming webinars and of course our multi-award winning RegTech solutions. To read more about how our solutions can assist as firms begin to deploy advanced data-driven technology solutions to meet the regulator's data-focused demands.

[Read more](#)



Webinar: Countdown to Consumer Duty Tuesday 7th March

There is less than six months to go until the next milestone on the Consumer Duty calendar, there is a clear emphasis on firms to deliver good outcomes for their clients at every stage, including those with characteristics of vulnerability. Join us this webinar hosted by London Institute of Banking & Finance, where Worksmart's Nic Dent, Head of Client Engagement and Julie Parody, Director of Regulation, are joined by Tim Farmer, Clinical Director and Co-Founder of Comentis, where the focus will be on two key aspects of the Consumer Duty

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